

**eTrak Towing Management System - Call Worksheet**

File Edit

Call#: ALG1 Date: 05-26-1999 Tow Date: 05-26-1999 Trk#: 3456 Ref#: 9901010806 PO#: 56784 Inv#: 456789

Motor Club

Account: 808S CHEVROLET  
 Caller Name: BERRY  
 Call Back: (000)-000-0000 Ext: 0000  
 Reason: IMPOUND FLATBED

Vehicle  
 Year: 1989 Color: BLACK HD  
 Make: ACURA  
 Model: INTEGRA Body: 2DR  
 Licence: 2MLK629 State: CA  
 Vin: 2867362782  
 Odometer: 50987

Location  
 Address: 5678 ASH MAP  
 Cross Street: 5TH AND ASH  
 Landmark: LIBRARY  
 City: LAGUNA HILLS  
 State: CA Zip: 92922

Destination  
 Name: 808S CHEVY LOT  
 Address: 465 THORN ST MAP  
 City: LAGUNA HILLS  
 State: CA Zip: 92922

Owner/Interested Parties  
 Bill To: 808 BOBSON  
 Name: 808 BOBSON  
 Address: 567 LUPITA  
 City: LAGUNA HILLS  
 State: CA Zip: 92922  
 Phone: (000)-000-0000 Ext: 0000

Notes  
 DRIVER WAS DELAYED 5 MINUTES DUE TO TRAFFIC  
 OFFICER ANDERSON COMPLAINED ABOUT LATE TRUCK ARRIVAL  
 Status: CALL TAKEN

Times/Mileage

Date	Time	Date	Odometer
Call Taken	17:54	05-26-1999	25400
Dispatched	17:55	05-26-1999	25401
Accepted	17:56	05-26-1999	25404
En Route	18:09	05-26-1999	25404
On Scene	18:10	05-26-1999	25405
Loaded	18:20	05-26-1999	25405
In Tow	18:30	05-26-1999	25405
At Destination	18:35	05-26-1999	25405
Complete			

Driver/Truck  
 Driver: BRUCE Truck: FBI Add Driver Delete

Est. Cost: 65.00  
 Priority: 10/15 MINUTES  
 ETA: 15 Min.: 18:09:00 Date: 05-26-1999

Log Storage Lien Sale Invoice Search Save

Fig. 2

200

General

Account: BOBS CHEVROLET

Caller Name: BERRY

Call Back: (000)-000-0000 Ext: 0000

Reason: IMPOUND

Fig. 3

Location

Address: 5678 ASH

Cross Street: 5TH AND ASH

Landmark: LIBRARY

City: LAGUNA HILLS

State: CA Zip: 92922

☒ Driver w/car

Fig. 5

Vehicle

Year: 1989 Color: BLACK

Make: ACURA

Model: INTEGRA

Licence: 2MLK629

Vin: 2867362782

Odometer: 50987

Fig. 4

Destination

Name: BOBS CHEVY LOT

Address: 465 THORN ST

City: LAGUNA HILLS

State: CA Zip: 92922

Fig. 6

Motor Club

Name:	AAA
Mem#:	34895763
Exp. Date:	01-01-2002
Prog/Lev:	
Cost Limit:	225
Mig Limit:	175
Mig Rate:	1.25
Auth.#:	A2938

210 →

Fig. 7

Owner/Interested Parties

Bill To:	
Name:	BOB BOBSON
Address:	567 LUPITA
City:	LAGUNA HILLS
State:	CA
Zip:	92922
Phone:	(000)-000-0000
Ext:	0000

Notes

DRIVER WAS DELAYED 5 MINUTES DUE TO TRAFFIC

OFFICER ANDERSON COMPLAINED ABOUT LATE TRUCK ARRIVAL

Status: CALL TAKEN

4/14

Fig. 8

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Service Desc	Driver	Qty	Price	Amount
CAR STORAGE	Bruce	1	660	660

New Service		Delete Service	
Bill To: BOB BOBSON			
Amount Total: 660.00			
Tax: 0			
Discount: 0.00			
Grand Total: 660			

Credit Card Details:	
Type: MASTERCARD	
Card#: 000-0000-0000	
ExpDate: 01-31-2001	
Name OC: BOB BOBSON	
Auth#: 3948776	
Appr. Amt: 160	

Check Details:	
Check#: 3457657	
Auth#: 3457657	
Appr. Amt: 500	

Cash: 500
Credit Card: 1500
Check: 500
Payment Total: 2500
Balance: -1840

Unpost Invoice	Post Invoice	Split Billing

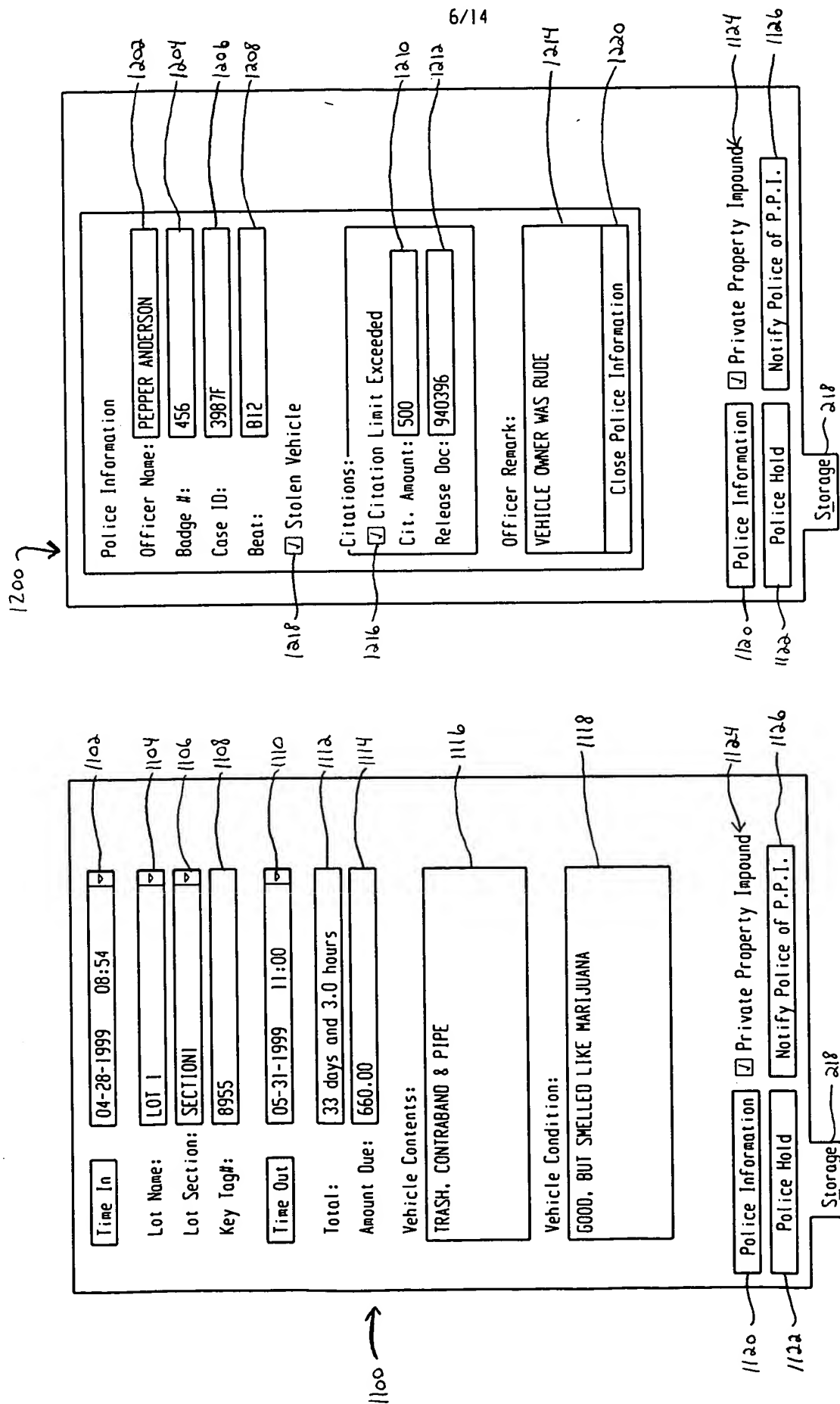


Fig. 12

Fig. 11

1300

Police Hold

Hold Until: 05-31-1999 18:08

Hold Agency: INVESTIGATIVE

☒ Agency Pays ☒ Investigative Hold

Hold Information

INVESTIGATING FOR NARCOTICS

Hold Removed: 05-31-1999 10:45

Removed By: OFFICER ANDERSON

Remove Hold Information

ARRESTING OFFICER SGT PEPPER ANDERSON

Close Police Information

Police Information ☒ Private Property Impound

Police Hold ☐ Notify Police of P.P.I.

Storage

Fig. 13

1400

Times/Mileage

Date:	Time:	Date:	Odometer:
Call Taken	17:54	05-26-1999	25400
Dispatched	17:55	05-26-1999	25401
Accepted	17:56	05-26-1999	25404
En Route	18:09	05-26-1999	25404
On Scene	18:10	05-26-1999	25404
Loaded	18:20	05-26-1999	25405
In Tow	18:30	05-26-1999	25405
At Destination	18:35	05-26-1999	25405
Complete			

Driver/Truck

Driver: BRUCE

Truck: FBI

Add Driver

Delete

Est. Cost: 65.00

Priority: 10/15 MINUTES

Min.: Time: 15

Date: 05-26-1999

ETA 18:09:00

Log

7/14

Fig. 14

1500  
↓

Vehicle

1506 License: 2MLK629

1508 Vin: 2867362782

1510 Year: 1989

1512 Make: CHEVROLET

1514 Model: CITATION

1516 Color: BLACK

Call

1518 Ref#: 9901010006

1520 Account: BOBS CHEVROLE

1522 StartDate: 05-28-1999

1524 EndDate: 05-28-1999

1526 P.O.# 56784

1528 Search

1502 →

Call#	Color	Make	Inc. Location	Statu	△
04140011	BLU	DODG	3737 BIRCH STREET	COMP	
04140003		DODG	3839 LOGAN ST.EET	COMP	
04140008	BLA	FORD	3876 PECAN STREET	COMP	
04140009	BRO	FORD	378 15TH STREET	COMP	
04140345	BRO	GMC	589 LISBON AVE.	CALL	
04142234	BRO	INFI	553 YORBA LINDA DRIVE	COMP	
04140556	WHI	INFI	456 FULTON	COMP	
04140033	WHI	INFI	W7TH/151ST	COMP	
04140223	GRE	INFI	1090 ROADWAY	STOR	
04140991	BLU	MERC	4232 PECAN STREET	COMP	
04140889	BLK	MERC	3737 BIRCH STREET	COMP	
04140445	RED	MERC	89TH ST OFF RAMP/115S	COMP	
04142234	BLU	MERC	556 FOURTH AVENUE	CALL	
03345677	WHI	NISS	1234 APPLE VALLEY	CALL	
04141676	GRE	OLDS	456 RUPERT	COMP	
04143387	BLU	PLYM	1028 PRINCETONEET	COMP	
04140886	BRO	TOYO	234 LIVINGSTON WAY	COMP	▽

1504 →

Search 224

Fig. 15



FIG. 16 is a screenshot of a computer screen displaying a software interface for a towing management system. The interface is titled "eTrak Towing Management System - Dispatch Worksheet". It features a menu bar with "File" and "Edit" options. The main area is divided into several sections: a top section for call details, a middle section for vehicle and customer information, and a bottom section for dispatch status and location. The call details section includes a table with columns for Call ID, Driver, Customer, Unit, Status, Time, Destination, and Zone. The vehicle and customer information section includes fields for Vehicle (Year, Make, Model, Color, License), Customer (Name, Address, City, State, Zip), and Location (Address, City, State, Zip). The dispatch status section includes a table for Call Status (Call Taken, Complete, Dispatched, En Route, In Tow, Loaded, On Site, Call Taken, At Destination) and a table for Driver Status (Driver, Truck, Status). The interface also includes a "Dispatch" button and a "Cancel" button. The date "9/14" is displayed in the top right corner. Various reference numerals are used to identify specific elements: 1602 points to the "File" menu, 1604 points to the "Edit" menu, 1608 points to the "Dispatch" button, 1610 points to the "Cancel" button, 1612 points to the "Vehicle" section, 1614 points to the "Location" section, 1616 points to the "Destination" section, 1618 points to the "Miscellaneous" section, 1620 points to the "Dispatch" button, 1622 points to the "Cancel" button, and 1624 points to the "Destination" section.



1624

1602

1604

Fig. 16

1608

File

Edit

Call	Dr	Driver	Customer	Unit	Status	Time	Destination	Zone
0001	BRUCE	BOBS CHEVROLET	1	Call Taken	18:35	456 THORN ST		
				Complete				
				Dispatched				
				En Route				
				In Tow				
				Loaded				
				On Site				
				Call Taken				
				At Destination				

Call	Dr	Customer	ETA	Make	Color	Reason	Location	Zone
0002	AAA OF KISSIMEE	1	ALFA	1	1	1	1	
0003	BAYSIDE BUICK	1	AM G	1	1	1	1	

Driver

Truck

Status

BRUCE	1	On Call
KEVIN S	4	On Call
DARLAN	3	On Call
BRAD	WL7	On Call

Dispatch

Page

Cancel

GENERAL:

ALG1052619990001

BOBS CHEVROLET

BERRY

(000)-000-0000

0000

R6

IMPOUND

VEHICLE:

1989

ACURA

INTEGRA

2MLK629

2867362782

CA

FD

LOCATION:

LIBRARY

LAGUNA HILLS

5TH AND ASH

CA

DESTINATION:

BOBS CHEVY LOT

80456 THORN STREET

LAGUNA HILLS

CA

92922

MISCELLANEOUS:

DRIVER WAS DELAYED 5

MINUTES DUE TO

TRAFFIC

OFFICER ANDERSON

9/14

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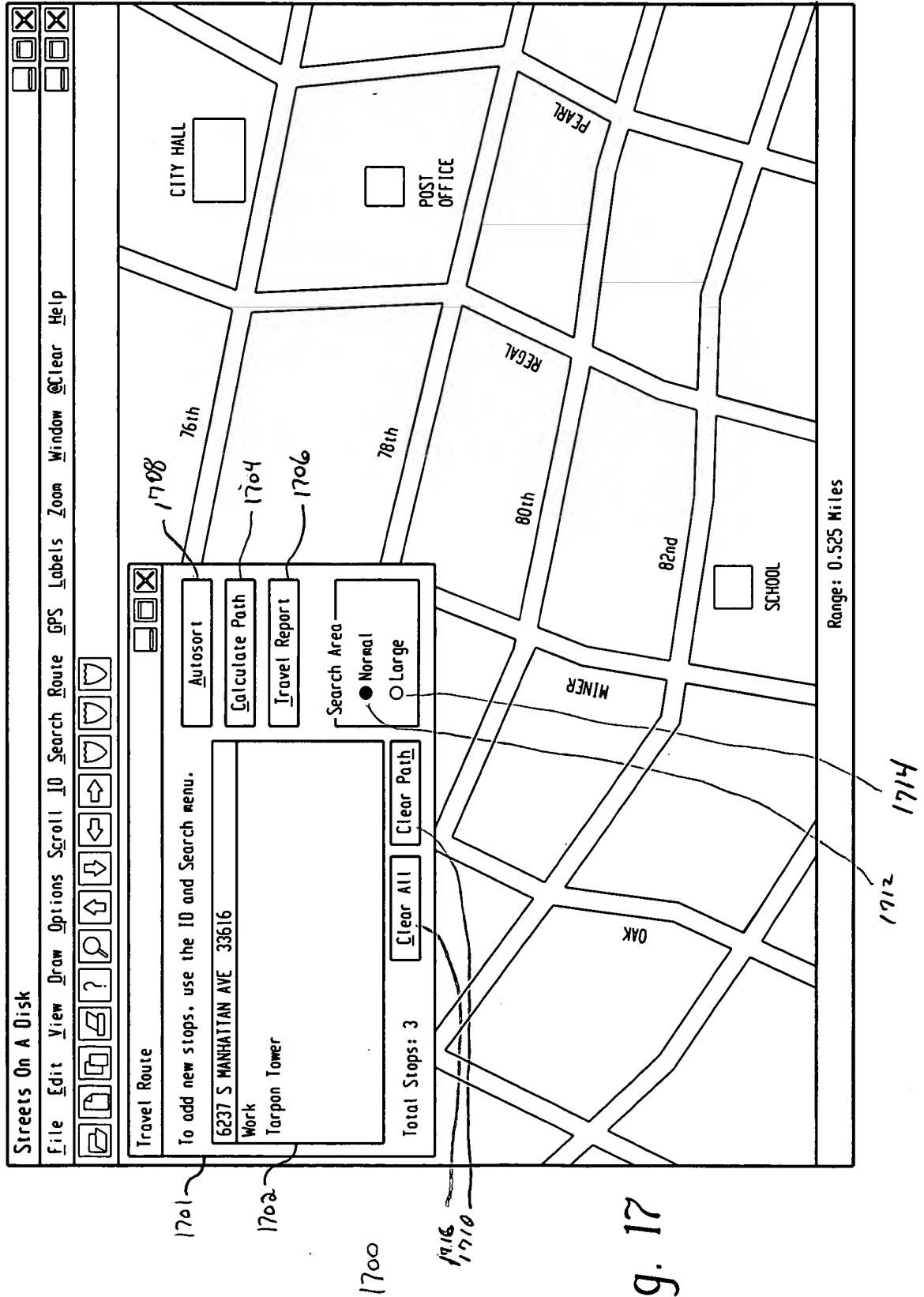


Fig. 17

FIG. 18 is a schematic diagram of a computer system for managing a car care center. The system includes a main menu with options for Setup, Reports, and Administration Worksheet. The Setup menu includes options for Color, Credit Card, Customer Type, Equipment, Lien Sale, Lot, My Company, Priority, Reason, Service, Tax, Vehicle, Zone, Maintenance, Customer, Employee, Payment Received, Security, and Truck. The Reports menu includes options for Customer, Services Offered, and Cap. The Administration Worksheet menu includes options for Customer, Services Offered, and Cap. The Customer menu includes options for Name, ID#, and Address. The Services Offered menu includes options for Service, Rate, and GL Code. The Cap menu includes options for Address, Add Line2, City, State, and Zip. The Customer menu includes options for Name, ID#, and Address. The Services Offered menu includes options for Service, Rate, and GL Code. The Cap menu includes options for Address, Add Line2, City, State, and Zip.

1802

Administration Worksheet

Reports

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1829

1812 1814 1816

11/14

1810

Customer

Name	ID#
KARLS CAR CARE CENTER	1
AAA OF KISSIMEE	2
JOES AUTOBODY	3
BOBS CHEVROLET	4
RTDR TRUCK RENTALS	5
SAN DIEGO PD	6
C.O.D.	7
LARRY'S LIMO SERVICE	8
OCEANSIDE TRANSMISSION	9
BAYSIDE BUICK	10

Customer: KARLS CAR CARE CENTER

Site Address

Address: 3456 MIRIMAR WAY

Add Line2:

City: SAN DIEGO

State: CA Zip: 92134

Services

Motor Club

Services Offered

Service	Rate	GL Code
CAR STORAGE	0	40000-15
GAS	35	40000-13
JUMP START	35	40000-11
LOCKOUT	35	40000-12
MILEAGE	3	40000-17
WINCHING	85	40000-16

Load Defaults

New Service

Delete Service

Close

Fig. 18

Administration Worksheet					
Reports					
<input type="checkbox"/> Setup	<input type="checkbox"/> Color	<input type="checkbox"/> Credit Card	<input type="checkbox"/> Customer Type	<input type="checkbox"/> Equipment	<input type="checkbox"/> Lien Sale
<input type="checkbox"/> My Company	<input type="checkbox"/> Priority	<input type="checkbox"/> Reason	<input type="checkbox"/> Service	<input type="checkbox"/> Tax	<input type="checkbox"/> Vehicle
<input type="checkbox"/> Zone	<input type="checkbox"/> Maintenance	<input type="checkbox"/> Customer	<input type="checkbox"/> Employee	<input type="checkbox"/> Payment Received	<input type="checkbox"/> Security
<input type="checkbox"/> Truck					

## Employee

Name
B RUCE
K EVIN S
K EVIN G
D ARIAN
B RAD

*1904*

*1914*

Name:	
ID#:	I
Type:	OR
License:	2MLK629
Lic Expires:	11-19-1999
Birth Date:	12-19-1959

Address:	
City:	LAGUNA NIGUEL
State:	CA
Zip:	93847
Phone:	000-000-0000
Pager:	000-000-0000
E-mail:	KGLINES@GOLDS.COM

*1912*

*1918*

*1920*

*1922*

New

Delete

Save

Hire Date:	02-15-1999
Termination Date:	02-15-1999
Commission Rate:	2%

Services

Motor Club

Fig. 19

Print any report from upper right  
Click field from the

2002

13/14

2022  
2024  
2026

New  
Void Previous  
Save

Administration Worksheet

Reports

☐ Setup

- Color
- Credit Card
- Customer Type
- Equipment
- Lien Sale
- Lot
- My Company
- Priority
- Reason
- Service
- Tax
- Vehicle
- Zone
- Maintenance
- Customer
- Employee
- Payment Received
- Security
- Truck

☐ Payment Received

Record payment to customer type

Account AAA OF KISSIMEE

Check 34566

Ref # 2354

Amount 26.92

Pay Oldest First

Applied 2014

Remaining 26 2016

Account Balance

Before Payment 81 2018

After Payment 81 2020

Invoice	Amount	Paid	Balance
25	25000		26.92
	25000		26.92
	85000		26.92

Fig. 20

FIG. 21 is a schematic diagram of a computer system for managing a fleet of vehicles. The system includes a database 2102, a user interface 2104, and a security module 2106. The user interface 2104 is used to enter employee information and assign security to vehicles. The security module 2106 is responsible for maintaining the security of the system.

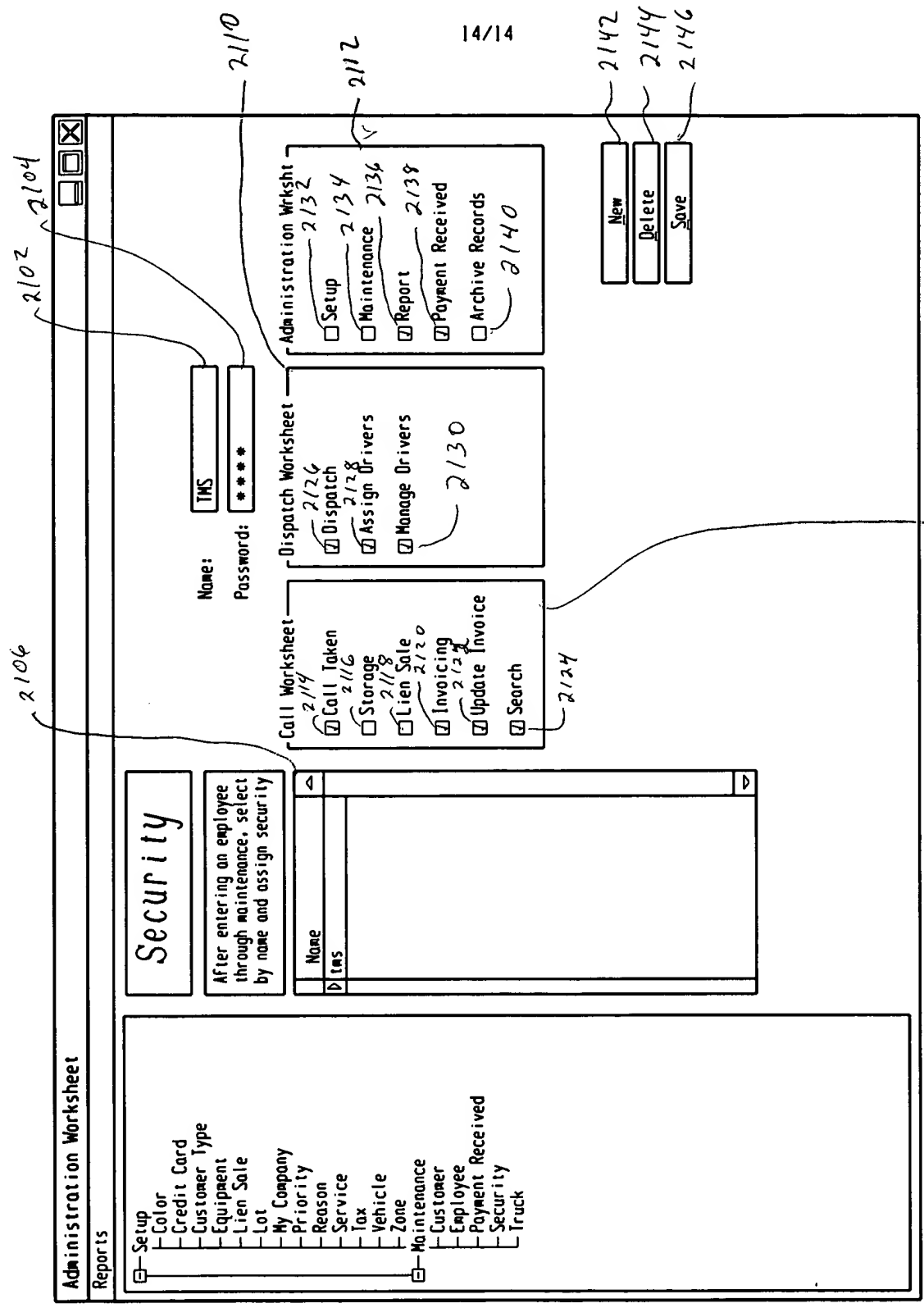


Fig. 21